? logon

```
*** It is now 2007/04/28 20:19:01 ***
 (Dialog time 2007/04/28 19:19:01)

HILIGHT set on as ''  ''
>>>100 is not in the range between 1 and 50, original value 30 is used.
IGOR705 is set ON as an alias for
2,9,15,16,20,35,65,77,99,148,160,233,256,275,347,348,349,474,475,476,583,6-
10,613,621,624,634,636,810,813
IGORMEDIC is set ON as an alias for
5,34,42,43,73,74,129,130,149,155,442,444,455
IGORINSUR is set ON as an alias for 169,625,637
IGORBANK is set ON as an alias for 139,267,268,625,626
IGORTRANS is set ON as an alias for 6,63,80,108,637
IGORSHOPCOUPON is set ON as an alias for 47,570,635,PAPERSMJ,PAPERSEU
IGORINVEN is set ON as an alias for 6,7,8,14,34,94,434
IGORFUNDTRANS is set ON as an alias for 608
```

? b igor705

```
>>>          77 does not exist
>>>         233 does not exist
>>>2 of the specified files are not available
       28apr07 18:19:39 User268082 Session C8.1
            $0.00    0.242 DialUnits File415
     $0.00  Estimated cost File415
     $0.16  INTERNET
     $0.16  Estimated cost this search
     $0.16  Estimated total session cost   0.242 DialUnits

SYSTEM:OS  - DIALOG OneSearch
  File   2:INSPEC 1898-2007/Apr W3
         (c) 2007 Institution of Electrical Engineers
  File   9:Business & Industry(R) Jul/1994-2007/Apr 27
         (c) 2007  The Gale Group
  File  15:ABI/Inform(R) 1971-2007/Apr 28
         (c) 2007 ProQuest Info&Learning
  File  16:Gale Group PROMT(R) 1990-2007/Apr 27
         (c) 2007 The Gale Group
  File  20:Dialog Global Reporter 1997-2007/Apr 26
         (c) 2007 Dialog
  File  35:Dissertation Abs Online 1861-2007/Apr
         (c) 2007 ProQuest Info&Learning
  File  65:Inside Conferences 1993-2007/Apr 27
         (c) 2007 BLDSC all rts. reserv.
  File  99:Wilson Appl. Sci & Tech Abs 1983-2007/Mar
         (c) 2007 The HW Wilson Co.
  File 148:Gale Group Trade & Industry DB 1976-2007/Apr 27
         (c)2007 The Gale Group
  File 160:Gale Group PROMT(R) 1972-1989
         (c) 1999 The Gale Group
  File 256:TecInfoSource 82-2007/Apr
         (c) 2007 Info.Sources Inc
  File 275:Gale Group Computer DB(TM) 1983-2007/Apr 27
         (c) 2007 The Gale Group
  File 347:JAPIO Dec 1976-2006/Dec(Updated 070403)
         (c) 2007 JPO & JAPIO
```

```
  File 348:EUROPEAN PATENTS 1978-2007/ 200716
         (c) 2007 EUROPEAN PATENT OFFICE
*File 348: For important information about IPCR/8 and forthcoming
changes to the IC= index, see HELP NEWSIPCR.
  File 349:PCT FULLTEXT 1979-2007/UB=20070419UT=20070312
         (c) 2007 WIPO/Thomson
*File 349: For important information about IPCR/8 and forthcoming
changes to the IC= index, see HELP NEWSIPCR.
  File 474:New York Times Abs 1969-2007/Apr 28
         (c) 2007 The New York Times
  File 475:Wall Street Journal Abs 1973-2007/Apr 27
         (c) 2007 The New York Times
  File 476:Financial Times Fulltext 1982-2007/Apr 29
         (c) 2007 Financial Times Ltd
  File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
         (c) 2002 The Gale Group
*File 583: This file is no longer updating as of 12-13-2002.
  File 610:Business Wire 1999-2007/Apr 27
         (c) 2007 Business Wire.
*File 610: File 610 now contains data from 3/99 forward.
Archive data (1986-2/99) is available in File 810.
  File 613:PR Newswire 1999-2007/Apr 27
         (c) 2007 PR Newswire Association Inc
*File 613: File 613 now contains data from 5/99 forward.
Archive data (1987-4/99) is available in File 813.
  File 621:Gale Group New Prod.Annou.(R) 1985-2007/Apr 26
         (c) 2007 The Gale Group
  File 624:McGraw-Hill Publications 1985-2007/Apr 25
         (c) 2007 McGraw-Hill Co. Inc
*File 624: Homeland Security & Defense and 9 Platt energy journals added
Please see HELP NEWS624 for more
  File 634:San Jose Mercury  Jun 1985-2007/Apr 22
         (c) 2007 San Jose Mercury News
  File 636:Gale Group Newsletter DB(TM) 1987-2007/Apr 26
         (c) 2007 The Gale Group
  File 810:Business Wire 1986-1999/Feb 28
         (c) 1999 Business Wire
  File 813:PR Newswire 1987-1999/Apr 30
         (c) 1999 PR Newswire Association Inc

      Set  Items  Description
      ---  -----  -----------
```

? s ((work (1n) flow) (w) (monitor??? or detect???) (w) disruption?

```
>>>Unmatched parentheses
```

? ds

```
>>>No sets currently exist
```

? s ((work (1n) flow) (w) (monitor??? or detect???) (w) disruption?)

Processing

Processing
Processing
Processing
Processing
Processing

```
Processing
Processed  10 of  27 files ...
Processing
Processed  20 of  27 files ...
Processing
Completed processing all files
        15885351  WORK
         4725278  FLOW
         5721215  MONITOR???
         4404678  DETECT???
          575169  DISRUPTION?
      S1       0  ((WORK (1N) FLOW) (W) (MONITOR??? OR DETECT???) (W)
                  DISRUPTION?)
```

? s (work (1n) flow) (w) disruption?

Processing
Processing
Processing

```
Processing
Processed  10 of  27 files ...
Completed processing all files
        15885351  WORK
         4725278  FLOW
          575169  DISRUPTION?
      S2      17  (WORK (1N) FLOW)  (W) DISRUPTION?
```

? s s2 and (proactive or proactively)

```
            17  S2
        365935  PROACTIVE
        158024  PROACTIVELY
      S3     0  S2 AND (PROACTIVE OR PROACTIVELY)
```

? s s2 and transaction

```
            17  S2
       3377400  TRANSACTION
      S4     1  S2 AND TRANSACTION
```

? t s4/3,k/1

4/3,K/1 (Item 1 from file: 15)
DIALOG(R)File 15: ABI/Inform(R)

02855056 702886531
A marketing-relevant framework for understanding service worker productivity

Dobni, Dawn
Journal of Services Marketing v18n4/5 pp: 303-317
2004
ISSN: 0887-6045 **Journal Code:** JSV
Word Count: 10128
Text:

...reasonable, not excessively needy, capable of performing the duties required of them in the service **transaction** and able to articulate their needs, the implications for productivity of the service provider are ...to which employees are encouraged to be self-sufficient and to make their own decisions.

Work flow disruptions

In service work, the ability to be productive is largely a function of the ability...

? **s s2 not s4**

```
          17  S2
           1  S4
S5        16  S2 NOT S4
```

? **t s5/3,k/1-16**

5/3,K/1 (Item 1 from file: 9)
DIALOG(R)File 9: Business & Industry(R)

03932272 Supplier Number: 144603522 **(USE FORMAT 7 OR 9 FOR FULLTEXT)**
Software keeps pace with changing needs.
(Medicare prescription benefit)

Chain Drug Review , v 28 , n 7 , p 60
April 10, 2006
Document Type: Journal **ISSN:** 0164-9914 (United States)
Language: English **Record Type:** Fulltext
Word Count: 639 **(USE FORMAT 7 OR 9 FOR FULLTEXT)**

TEXT:

...a more dramatic effect than the Medicare prescription benefit.

"There has been a lot of **work flow disruption** as more people sign up for this benefit and pharmacies try to figure out who...

5/3,K/2 (Item 1 from file: 15)
DIALOG(R)File 15: ABI/Inform(R)

01127543 97-76937
One step at a time

Thompson, Dave
American Printer v216n2 pp: 50-51
Nov 1995
ISSN: 0744-6616 **Journal Code:** APR
Word Count: 1049
Text:

...application.

As a result, printers with largely conventional prepress operations will experience frustration and massive **work flow disruption** trying to step all the way into computer-to-plate in a single jump.

To...

5/3,K/3 (Item 2 from file: 15)
DIALOG(R)File 15: ABI/Inform(R)

00776120 94-25512
Software optimizes tolerances

Turner, Joshua
CAE v12n10 pp: 67-71
Oct 1993
ISSN: 0733-3536 **Journal Code:** CAE
Word Count: 1919
Text:

...and manufacturability. Improper tolerances can result in such problems as increased product development cycle time, **work-flow disruptions**, tooling modifications, and scrap and rework--all hindrances to Design for Manufacturability (DFM).

That's...

5/3,K/4 (Item 1 from file: 16)
DIALOG(R)File 16: Gale Group PROMT(R)

13089091 **Supplier Number:** 144603522 **(USE FORMAT 7 FOR FULLTEXT)**

Software keeps pace with changing needs.(Medicare prescription benefit)

Chain Drug Review , v 28 , n 7 , p 60(2)
April 10 , 2006
Language: English **Record Type:** Fulltext
Document Type: Magazine/Journal ; Trade
Word Count: 695

...a more dramatic effect than the Medicare prescription benefit.
"There has been a lot of **work flow disruption**
as more people sign up for this benefit and pharmacies try to figure out
who...

5/3,K/5 (Item 2 from file: 16)
DIALOG(R)File 16: Gale Group PROMT(R)

06618370 **Supplier Number:** 55687854 **(USE FORMAT 7 FOR FULLTEXT)**

ADP Context to Integrate Its Clinical Editing Software Into Medic Computer Systems' Practice Management Software.
Business Wire , p 0243
Sept 8 , 1999
Language: English **Record Type:** Fulltext
Document Type: Newswire ; Trade
Word Count: 514

...to ensure that our physician clients would get the maximum compliance
benefit, with the least **work flow disruption**," said
Mike O'Leary, Medic chief executive officer. "Our goal is to provide
immediate feedback...

5/3,K/6 (Item 1 from file: 20)
DIALOG(R)File 20: Dialog Global Reporter

07108975 **(USE FORMAT 7 OR 9 FOR FULLTEXT)**
ADP Context to Integrate Its Clinical Editing Software Into Medic Computer Systems' Practice Management Software

BUSINESS WIRE
September 08, 1999
Journal Code: WBWE **Language:** English **Record Type:** FULLTEXT
Word Count: 580
(USE FORMAT 7 OR 9 FOR FULLTEXT)

...to ensure that our physician clients would get the maximum compliance
benefit, with the least **work flow disruption**," said
Mike O'Leary, Medic chief executive officer. "Our goal is to provide
immediate feedback...

5/3,K/7 (Item 1 from file: 35)

DIALOG(R)File 35: Dissertation Abs Online

02170134 ORDER NO: AADAA-I3227062
Environmental effects on electronic health record adoption by physicians

Author: Abdolrasulnia, Maziar
Degree: Ph.D.
Year: 2006
Corporate Source/Institution: The University of Alabama at Birmingham (0005)
Source: Volume 6707B of Dissertations Abstracts International.
PAGE 3678 . 86 PAGES
ISBN: 978-0-542-80201-0

...practices have not eagerly adopted EHRs. Studies have suggested that cost, lack of technology standards, **work flow disruptions**, and other perceived barriers have prevented widespread implementation of EHRs. The objective of this research...

5/3,K/8 (Item 1 from file: 65)
DIALOG(R)File 65: Inside Conferences

05945928 **Inside Conference Item ID:** CN061538609
Measuring The Effect Of Work Flow Disruptions On Pharmacy Dispensing Errors
Coblio, N.; Centeno, G.; McCright, P.
Conference: Institute of Industrial Engineers - Annual conference and exposition
ANNUAL IIE CONFERENCE AND EXHIBITION -CD ROM EDITION- , CONF 2006 P: 60
Norcross, Ga.:, Institute of Industrial Engineers,, 2006
Language: English **Document Type:** Conference Papers and presentations
Sponsor: Institute of Industrial Engineers (1981-)
Location: Orlando, FL
2006; May (200605) (200605)
Measuring The Effect Of Work Flow Disruptions On Pharmacy Dispensing Errors

5/3,K/9 (Item 1 from file: 148)
DIALOG(R)File 148: Gale Group Trade & Industry DB

0019446779 **Supplier Number:** 144603522 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Software keeps pace with changing needs.(Medicare prescription benefit)

Chain Drug Review , 28 , 7 , 60(2)
April 10 , 2006
ISSN: 0164-9914
Language: English
Record Type: Fulltext
Word Count: 695 **Line Count:** 00058

...a more dramatic effect than the Medicare prescription benefit.

"There has been a lot of **work flow disruption**
as more people sign up for this benefit and pharmacies try to figure out
who...

5/3,K/10 (Item 2 from file: 148)
DIALOG(R)File 148: Gale Group Trade & Industry DB

11324664 **Supplier Number:** 55687854 (USE FORMAT 7 OR 9 FOR FULL TEXT)
ADP Context to Integrate Its Clinical Editing Software Into Medic Computer Systems' Practice Management Software.

Business Wire , 0243
Sept 8 , 1999
Language: English
Record Type: Fulltext
Word Count: 541 **Line Count:** 00051

...to ensure that our physician clients would get the maximum compliance
benefit, with the least **work flow disruption,**" said
Mike O'Leary, Medic chief executive officer. "Our goal is to provide
immediate feedback...

5/3,K/11 (Item 3 from file: 148)
DIALOG(R)File 148: Gale Group Trade & Industry DB

06765994 **Supplier Number:** 14620137 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Software optimizes tolerances. (software for tolerance analysis)

Turner, Joshua
Computer-Aided Engineering , v12 , n10 , p67(3)
Oct , 1993
ISSN: 0733-3536
Language: ENGLISH
Record Type: FULLTEXT; ABSTRACT
Word Count: 2072 **Line Count:** 00173

Abstract: ...and this may cause increased product development cycle time, scrap and rework, tooling modifications and **work-flow disruptions**. Tolerance analysis may be approached from two philosophies: parametric and geometric. The parametric approach, identifies ...

Text:

...and manufacturability. Improper tolerances can result in such problems
as increased product development cycle time, **work-flow**
disruptions, tooling modifications, and scrap and rework--all
hindrances to Design for Manufacturability (DFM).

5/3,K/12 (Item 4 from file: 148)
DIALOG(R)File 148: Gale Group Trade & Industry DB

04639088 **Supplier Number:** 08370496 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Upgrading a personal computer.

Holmes, James R.
Journal of Accountancy , 169 , n4 , 103(5)
April , 1990
ISSN: 0021-8448
Language: ENGLISH
Record Type: FULLTEXT
Word Count: 1527 **Line Count:** 00120

...storing data to disk. Speed is an obvious convenience, but a hard disk also reduces **work-flow disruptions** by eliminating frequent changing of floppy disks.
The accountant upgrading a PC should replace one...

5/3,K/13 (Item 1 from file: 160)
DIALOG(R)File 160: Gale Group PROMT(R)

00569695

Absenteeism costs include fringe benefits, overtime for substitute workers, decreases in employee efficiency and work flow disruption.

Small Business Report July, 1980 p. 6

Absenteeism costs include fringe benefits, overtime for substitute workers, decreases in employee efficiency and work flow disruption.

5/3,K/14 (Item 1 from file: 275)
DIALOG(R)File 275: Gale Group Computer DB(TM)

01627926 **Supplier Number:** 14620137 **(Use Format 7 Or 9 For** FULL TEXT)
Software optimizes tolerances. (software for tolerance analysis)

Turner, Joshua
Computer-Aided Engineering , v12 , n10 , p67(3)
Oct , 1993
ISSN: 0733-3536
Language: ENGLISH **Record Type:** FULLTEXT; ABSTRACT
Word Count: 2072 **Line Count:** 00173

Abstract: ...and this may cause increased product development cycle time, scrap and rework, tooling modifications and **work-flow disruptions**. Tolerance analysis may be approached from two philosophies: parametric and geometric. The parametric approach, identifies ...

Text:

...and manufacturability. Improper tolerances can result in such problems as increased product development cycle time, **work-flow disruptions**, tooling modifications, and scrap and rework--all hindrances to Design for Manufacturability (DFM).

DIALOG(R)File 348: EUROPEAN PATENTS

5/3K/15
02150299

Automated high volume slide processing system
Objekttragernverarbeitung mit hohen Durchsatz
Traitement a haut debit de lames biologiques

Patent Assignee:

- **VENTANA MEDICAL SYSTEMS, INC.**; (1637973)
  1910 Innovation Park Drive; Tucson, AZ 85737; (US)
  (Applicant designated States: all)

Inventor:

- **Griebel, Rick**
  9914 N. Calle Solano; Tucson, AZ 85737; (US)
- **Ashby, Austin**
  3671 W. Flynn Court; Tucson, AZ 85742; (US)
- **Borchert, Chris**
  3541 E. Cody Avenue; Tucson, AZ 85716; (US)
- **Campbell, Devon C.**
  11822 N. Copper Butte Drive; Tucson, AZ 85737; (US)
- **Ward, Glen**
  8181 N. Tammeron Court; Tucson, AZ 85741; (US)
- **Holubec, Miroslav**
  2045 E. Cerrada Nopal; Tucson, AZ 85718; (US)
- **Richards, William L.**
  1885 W. Via Mandarina; Tucson, AZ 85737; (US)
- **Ghusson, Andrew**
  11522 N. Monica Leigh Place; Tucson, AZ 85737; (US)
- **Christensen, Kimberly**
  896 Highway 15; Pinos Altos, NM 88053; (US)
- **Rizzo, Vince**
  11087 N. Cloud View; Tucson, AZ 85737; (US)
- **Showalter, Wayne**
  1101 E. Via Lucerna; Tucson, AZ 85718; (US)
- **Reinhardt, Kurt**
  6540 Calle de Amigos; Tucson, AZ 85750; (US)
- **Lemme, Charles D.**
  618 Camino Lujosa; Tucson, AZ 85704; (US)

- **Freeman, Matthew**
  515 Shadbury Court; Fort Collins, CO 80525; (US)
- **Ambler, Brandon**
  4259 E. Wading Pond; Tucson, AZ 85712; (US)
- **Hendrick, Kendall B.**
  6648 N. Los Leones Drive; Tucson, AZ 85718; (US)
- **Mehta, Parula**
  12511 N. Wayfarer Way; Oro Valley, AZ 85755; (US)

Legal Representative:

- **Muller-Bore & Partner Patentanwalte (100651)**
  Grafinger Strasse 2; 81671 Munchen; (DE)

	Country	Number	Kind	Date	
Patent	EP	1717571	A2	20061102	(Basic)
Application	EP	2005018517		20050825	
Priorities	US	116676		20050427	

Designated States:
AT; BE; BG; CH; CY; CZ; DE; DK; EE; ES;
FI; FR; GB; GR; HU; IE; IS; IT; LI; LT;
LU; LV; MC; NL; PL; PT; RO; SE; SI; SK;
TR;

Extended Designated States:
AL; BA; HR; MK; YU;

International Classification (Version 8)

IPC	Level	Value	Position	Status	Version	Action	Source	Office
G01N-0001/31	A	I	F	B	20060101	20060907	H	EP

Abstract Word Count: 84
NOTE: 3
NOTE: Figure number on first page: 3

Legal Status

Type	Pub. Date	Kind	Text

Language
Publication: English
Procedural: English
Application: English

Fulltext Availability

Available Text	Language	Update	Word Count

CLAIMS A	(English)	200644	2178
SPEC A	(English)	200644	31198
Total Word Count (Document A) 33376			
Total Word Count (Document B) 0			
Total Word Count (All Documents) 33376			

Specification: ...and/or in bulk to workstations, even as reagent supplies are being replenished, thereby reducing **work flow disruptions**. In a more particular embodiment, the fluid motivating components of the fluidics module operate on...

5/3,K/16 (Item 1 from file: 621)
DIALOG(R)File 621: Gale Group New Prod.Annou.(R)

02166008 **Supplier Number:** 55687854 **(USE FORMAT 7 FOR FULLTEXT)**
ADP Context to Integrate Its Clinical Editing Software Into Medic Computer Systems' Practice Management Software.

Business Wire , p 0243
Sept 8 , 1999
Language: English **Record Type:** Fulltext
Document Type: Newswire ; Trade
Word Count: 514

...to ensure that our physician clients would get the maximum compliance benefit, with the least **work flow disruption**," said Mike O'Leary, Medic chief executive officer. "Our goal is to provide immediate feedback...

? s (work (1n) flow) and (monitor??? or detect???) and disruption? and (proactive or proactively)

Processing
Processing
Processing
Processing
Processing
Processing

```
Processing
Processed  10 of  27 files ...
Processing
Processed  20 of  27 files ...
Completed processing all files
        15885351  WORK
         4725278  FLOW
           41630  WORK(1N)FLOW
         5721215  MONITOR???
```

```
      4404678  DETECT???
       575169  DISRUPTION?
       365935  PROACTIVE
       158024  PROACTIVELY
S6        76  (WORK (1N) FLOW) AND  (MONITOR??? OR DETECT???) AND
              DISRUPTION? AND (PROACTIVE OR PROACTIVELY)
```

? **ds**

```
Set     Items   Description
S1          0   ((WORK (1N) FLOW) (W) (MONITOR??? OR DETECT???) (W) DISRUP-
              TION?)
S2         17   (WORK (1N) FLOW)  (W) DISRUPTION?
S3          0   S2 AND (PROACTIVE OR PROACTIVELY)
S4          1   S2 AND TRANSACTION
S5         16   S2 NOT S4
S6         76   (WORK (1N) FLOW) AND  (MONITOR??? OR DETECT???) AND  DISRU-
              PTION? AND (PROACTIVE OR PROACTIVELY)
```

? **s6 not s2**

Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing

```
Processing
Processing
Processed  10 of  27 files ...
Processing
Processing
Processing
Processed  20 of  27 files ...
Completed processing all files
        22434436  6
              17  S2
      S722433187  6 NOT S2
```

? **s s6 not s2**

```
              76  S6
              17  S2
S8            76  S6 NOT S2
```

```
>>> User not logged in or session timeout
```

? s s8 and transaction?

```
>>> User not logged in or session timeout
```

? b igor705

```
>>> User not logged in or session timeout
```

?

? logon

```
*** It is now 2007/04/28 20:41:24 ***
 (Dialog time 2007/04/28 19:41:24)

HILIGHT set on as ''  ''
>>>100 is not in the range between 1 and 50, original value 30 is used.
IGOR705 is set ON as an alias for
2,9,15,16,20,35,65,77,99,148,160,233,256,275,347,348,349,474,475,476,583,6-
10,613,621,624,634,636,810,813
IGORMEDIC is set ON as an alias for
5,34,42,43,73,74,129,130,149,155,442,444,455
IGORINSUR is set ON as an alias for 169,625,637
IGORBANK is set ON as an alias for 139,267,268,625,626
IGORTRANS is set ON as an alias for 6,63,80,108,637
IGORSHOPCOUPON is set ON as an alias for 47,570,635,PAPERSMJ,PAPERSEU
IGORINVEN is set ON as an alias for 6,7,8,14,34,94,434
IGORFUNDTRANS is set ON as an alias for 608
```

? b igor705

```
>>>          77 does not exist
>>>         233 does not exist
>>>2 of the specified files are not available
       28apr07 18:41:37 User268082 Session C9.1
            $0.00    0.309 DialUnits File415
     $0.00  Estimated cost File415
     $0.05  INTERNET
     $0.05  Estimated cost this search
     $0.05  Estimated total session cost   0.309 DialUnits

SYSTEM:OS  - DIALOG OneSearch
  File   2:INSPEC 1898-2007/Apr W3
         (c) 2007 Institution of Electrical Engineers
  File   9:Business & Industry(R) Jul/1994-2007/Apr 27
         (c) 2007  The Gale Group
  File  15:ABI/Inform(R) 1971-2007/Apr 28
         (c) 2007 ProQuest Info&Learning
  File  16:Gale Group PROMT(R) 1990-2007/Apr 27
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  File  35:Dissertation Abs Online 1861-2007/Apr
         (c) 2007 ProQuest Info&Learning
  File  65:Inside Conferences 1993-2007/Apr 27
         (c) 2007 BLDSC all rts. reserv.
  File  99:Wilson Appl. Sci & Tech Abs 1983-2007/Mar
         (c) 2007 The HW Wilson Co.
  File 148:Gale Group Trade & Industry DB 1976-2007/Apr 27
         (c)2007 The Gale Group
  File 160:Gale Group PROMT(R) 1972-1989
         (c) 1999 The Gale Group
  File 256:TecInfoSource 82-2007/Apr
         (c) 2007 Info.Sources Inc
  File 275:Gale Group Computer DB(TM) 1983-2007/Apr 27
         (c) 2007 The Gale Group
  File 347:JAPIO Dec 1976-2006/Dec(Updated 070403)
         (c) 2007 JPO & JAPIO
```

```
  File 348:EUROPEAN PATENTS 1978-2007/ 200716
        (c) 2007 EUROPEAN PATENT OFFICE
*File 348: For important information about IPCR/8 and forthcoming
changes to the IC= index, see HELP NEWSIPCR.
  File 349:PCT FULLTEXT 1979-2007/UB=20070419UT=20070312
        (c) 2007 WIPO/Thomson
*File 349: For important information about IPCR/8 and forthcoming
changes to the IC= index, see HELP NEWSIPCR.
  File 474:New York Times Abs 1969-2007/Apr 28
        (c) 2007 The New York Times
  File 475:Wall Street Journal Abs 1973-2007/Apr 27
        (c) 2007 The New York Times
  File 476:Financial Times Fulltext 1982-2007/Apr 29
        (c) 2007 Financial Times Ltd
  File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
        (c) 2002 The Gale Group
*File 583: This file is no longer updating as of 12-13-2002.
  File 610:Business Wire 1999-2007/Apr 27
        (c) 2007 Business Wire.
*File 610: File 610 now contains data from 3/99 forward.
Archive data (1986-2/99) is available in File 810.
  File 613:PR Newswire 1999-2007/Apr 27
        (c) 2007 PR Newswire Association Inc
*File 613: File 613 now contains data from 5/99 forward.
Archive data (1987-4/99) is available in File 813.
  File 621:Gale Group New Prod.Annou.(R) 1985-2007/Apr 26
        (c) 2007 The Gale Group
  File 624:McGraw-Hill Publications 1985-2007/Apr 25
        (c) 2007 McGraw-Hill Co. Inc
*File 624: Homeland Security & Defense and 9 Platt energy journals added
Please see HELP NEWS624 for more
  File 634:San Jose Mercury  Jun 1985-2007/Apr 22
        (c) 2007 San Jose Mercury News
  File 636:Gale Group Newsletter DB(TM) 1987-2007/Apr 26
        (c) 2007 The Gale Group
  File 810:Business Wire 1986-1999/Feb 28
        (c) 1999 Business Wire
  File 813:PR Newswire 1987-1999/Apr 30
        (c) 1999 PR Newswire Association Inc

      Set  Items  Description
      ---  -----  -----------
```

? s (WORK (1N) FLOW) AND (MONITOR??? OR DETECT???) AND DISRU-

Processing
Processing
Processing
Processing
Processing
Processing

```
Processing
Processed  10 of  27 files ...
Processing
Processed  20 of  27 files ...
Completed processing all files
```

```
  15885351  WORK
   4725278  FLOW
     41630  WORK(1N)FLOW
   5721215  MONITOR???
   4404678  DETECT???
         0  DISRU-
S1       0  (WORK (1N) FLOW) AND  (MONITOR??? OR DETECT???) AND
            DISRU-
```

? s (WORK (1N) FLOW) AND (MONITOR??? OR DETECT???) AND (DISRUPTION? or problem?) AND (PROACTIVE OR PROACTIVELY)

Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing

```
Processing
Processing
Processed  10 of  27 files ...
Processing
Processed  20 of  27 files ...
Completed processing all files
  15885351  WORK
   4725278  FLOW
     41630  WORK(1N)FLOW
   5721215  MONITOR???
   4404678  DETECT???
    575169  DISRUPTION?
  16115516  PROBLEM?
    365935  PROACTIVE
    158024  PROACTIVELY
S2     543  (WORK (1N) FLOW) AND  (MONITOR??? OR DETECT???) AND
            (DISRUPTION? OR PROBLEM?)  AND (PROACTIVE OR PROACTIVELY)
```

? s (DISRUPTION? OR PROBLEM?) (w) (PROACTIVE OR PROACTIVELY)

Processing
Processing

```
Processing
Processed  20 of  27 files ...
Completed processing all files
    575169  DISRUPTION?
  16115516  PROBLEM?
    365935  PROACTIVE
    158024  PROACTIVELY
S3     582  (DISRUPTION? OR PROBLEM?)  (W) (PROACTIVE OR PROACTIVELY)
```

? **s s2 and s3**

```
          543  S2
          582  S3
S4          6  S2 AND S3
```

? **t s4/3,k/1-6**

4/3,K/1 (Item 1 from file: 16)
DIALOG(R)File 16: Gale Group PROMT(R)

13990672 **Supplier Number:** 162288105 **(USE FORMAT 7 FOR FULLTEXT)**

Bob Merkle to Provide Expertise on Growing Need For Duplicate Detection at 2007 Fiserv Imagesoft Client Conference.
Business Wire , p NA
April 19 , 2007
Language: English **Record Type:** Fulltext
Document Type: Newswire ; Trade
Word Count: 355
(USE FORMAT 7 FOR FULLTEXT)

Bob Merkle to Provide Expertise on Growing Need For Duplicate Detection at 2007 Fiserv Imagesoft Client Conference.

Text:

CONIX Systems' Marketing Manager Will Explain the Benefits of Proactive Duplicate Elimination
...automated clearinghouse (ACH), lockbox items, images and image replacement documents within their payment systems. This problem is exascerbated by the expansion of back office conversion (BOC) and remote capture.
In all...

...banks more than $75 each and, tarnishes customer relationships. Financial institutions must face this avoidable problem proactively, as the shift away from paper checks promise to increase the number of duplicates processed.
Who: Bob Merkle, marketing manager for CONIX Systems, will present the need for duplicate detection and the benefits of a proactive approach to their identification prior to reaching the payments system. Merkle, an expert with more...

...experience in financial services marketing, product development and sales, will also discuss CONIX Systems' Dupe Detective, a solution designed to prevent double postings to customer accounts.

When: Merkle will speak from...

...paper and electronic items each year and handle virtually every aspect of payment processing -- including work flow management, balancing, branch capture, corporate capture, and electronic check presentment. CONIX software and services are...

4/3,K/2 (Item 1 from file: 20)
DIALOG(R)File 20: Dialog Global Reporter

55576976 **(USE FORMAT 7 OR 9 FOR FULLTEXT)**
Bob Merkle to Provide Expertise on Growing Need For Duplicate Detection at 2007 Fiserv Imagesoft Client Conference

BUSINESS WIRE
April 19, 2007
Journal Code: WBWE **Language:** English **Record Type:** FULLTEXT
Word Count: 342
(USE FORMAT 7 OR 9 FOR FULLTEXT)
Bob Merkle to Provide Expertise on Growing Need For Duplicate Detection at 2007 Fiserv Imagesoft Client Conference

CONIX Systems' Marketing Manager Will Explain the Benefits of Proactive Duplicate Elimination
For CONIX Systems Andy Payment, 678-781-7222 Cristi Nicholson, 678-935-7135
...automated clearinghouse (ACH), lockbox items, images and image replacement documents within their payment systems. This problem is exascerbated by the expansion of back office conversion (BOC) and remote capture.
In all...

...banks more than $75 each and, tarnishes customer relationships. Financial institutions must face this avoidable problem proactively, as the shift away from paper checks promise to increase the number of duplicates processed.
Who: Bob Merkle, marketing manager for CONIX Systems, will present the need for duplicate detection and the benefits of a proactive approach to their identification prior to reaching the payments system. Merkle, an expert with more...

...experience in financial services marketing, product development and sales, will also discuss CONIX Systems' Dupe Detective, a solution designed to prevent double postings to customer accounts.
When: Merkle will speak from...

...paper and electronic items each year and handle virtually every aspect of payment processing - including work flow management, balancing, branch capture, corporate capture, and electronic check presentment. CONIX software and services are...

4/3,K/3 (Item 1 from file: 148)
DIALOG(R)File 148: Gale Group Trade & Industry DB

0022069741 **Supplier Number:** 162288105 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Bob Merkle to Provide Expertise on Growing Need For Duplicate Detection at 2007 Fiserv Imagesoft Client Conference.

Business Wire , NA
April 19 , 2007
Language: English
Record Type: Fulltext
Word Count: 355 **Line Count:** 00033
Bob Merkle to Provide Expertise on Growing Need For Duplicate Detection at 2007 Fiserv Imagesoft Client Conference.

Text:

CONIX Systems' Marketing Manager Will Explain the Benefits of Proactive Duplicate Elimination

...automated clearinghouse (ACH), lockbox items, images and image replacement documents within their payment systems. This problem is exascerbated by the expansion of back office conversion (BOC) and remote capture.
In all...

...banks more than $75 each and, tarnishes customer relationships. Financial institutions must face this avoidable problem proactively, as the shift away from paper checks promise to increase the number of duplicates processed.
Who: Bob Merkle, marketing manager for CONIX Systems, will present the need for duplicate detection and the benefits of a proactive approach to their identification prior to reaching the payments system. Merkle, an expert with more...

...experience in financial services marketing, product development and sales, will also discuss CONIX Systems' Dupe Detective, a solution designed to prevent double postings to customer accounts.
When: Merkle will speak from...

...paper and electronic items each year and handle virtually every aspect of payment processing -- including work flow management, balancing, branch capture, corporate capture, and electronic check presentment. CONIX software and services are...

DIALOG(R)File 349: PCT FULLTEXT

4/3K/4
00806383

COLLABORATIVE CAPACITY PLANNING AND REVERSE INVENTORY MANAGEMENT DURING DEMAND AND SUPPLY PLANNING IN A NETWORK-BASED SUPPLY CHAIN ENVIRONMENT AND METHOD THEREOF
PLANIFICATION EN COLLABORATION DES CAPACITES ET GESTION ANTICIPEE DES STOCKS LORS DE LA PLANIFICATION DE L'OFFRE ET DE LA DEMANDE DANS UN

ENVIRONNEMENT DE CHAINE D'APPROVISIONNEMENT FONDEE SUR LE RESEAU ET PROCEDE ASSOCIE

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Detailed Description:

...equipment with similar information. Typically, these systems must be perfectly synchronized with each other or **problems** will occur. As a result, the total cost of the installation is greatly increased and...be provided when providing data access. In even a further aspect of the present invention, **detecting** and reporting data transfer errors may be included when providing data access.

In an embodiment... ...Process in accordance with a
preferred embodiment;
Figure 21 shows a block diagram of the **Problem** Handling Process in accordance with a
preferred embodiment;

Figure 22 is a flowchart illustrating a **Problem** Handling Management Process in accordance with a preferred embodiment;
6
Figure 23 shows a block...with a
preferred embodiment of the present invention;
Figure 47 is a flowchart showing a **Proactive** Threshold Management Process in accordance with a preferred embodiment of the present invention;
Figure 48...classes can be summarized, as follows.

Objects and their corresponding classes break down complex programming **problems** into many smaller, simpler **problems**.

Encapsulation enforces data abstraction through the organization of data into small, independent objects that can... ...As programs grow more complex, more programmers are forced to reinvent basic solutions to basic **problems** over and over again. A relatively new extension of the class library concept is to... ...control. This was appropriate for printing out paychecks, calculating a mathematical table, or solving other **problems** with a program that executed in just one way.

2 1
Even event loop programs... ...a collection of cooperating classes that make up a reusable design solution for a given **problem** domain. It typically includes objects that
22
There are three main differences between frameworks and ...It represents a generic design solution that can be adapted to a variety of specific **problems** in a given domain.

For example, a single framework can embody the way a user... ...though two different user interfaces created with the same framework might solve quite different interface **problems**.

Thus, through the development of frameworks for solutions to various **problems** and programming tasks, significant reductions in the design and development effort for software can be... ...and Inability to scale.

Sun Microsystem's Java language solves many of the client-side **problems** by.

Improving performance on the client side;
Enabling the creation of dynamic, real-time Web...Because of the large bandwidth availability in fiber, and the growing volume of data traffic, **disruptions** from link and node failures due to cable cuts, for example, become increasingly serious. Network...facilitated utilizing the network.

One exemplary embodiment of the present invention is adapted primarily for **monitoring** and controlling customer power demand in a utility such as electric, gas, and water. In ...including time of day power usage metering.

This embodiment of the present invention includes a **monitoring** and control system in which communication occurs through a fully distributed digital telecommunications switch without... ...While initially designed for use with an electric power utility, the invention is applicable in **monitoring** and controlling demand for other utilities such as gas or water, as well as for... ...management and feedback system includes a power company central computer facility, a plurality of home **monitoring** and control networks, and one or more wide band distribution networks interconnecting home **monitoring** and control networks and the central computer facility. The distribution networks connect to one or more central computer systems through substation gateways via high-speed digital lines.

The home **monitoring** and control network is located and operated within the power utility customer's home and includes electrical control, **monitoring**, and measurement devices which allow the utility to **monitor** electrical consumption in real time, assist the customer in optimizing electrical power consumption, and communicate...the present invention, the availability of the manufacturers to perform maintenance and service may be **monitored** utilizing the network. In this embodiment, the manufacturers are scheduled to perform maintenance and service... ...the progress of the manufacturers in completing 1 5 scheduled maintenance and service may be **monitored** utilizing the network. The schedule may then be ad usted according to the progress of... ...In another aspect of the present invention, a network tracking interface may be provided for **monitoring** the progress of the manufacturers in completing scheduled maintenance and service. In a further aspect... is typically a technique for generating redundancy checks, such as a cyclic redundancy code for **detecting** errors. At the other end of the link, the receiving node strips off 1 5 the control information, performs the required synchronization and error **detection**, and reinserts the control information onto the departing packet.

Packet switching arose, in part, to... ...5 manner using layered communication architectures. Such architectures address the two portions of the communications **problem**, one being that the delivery of data by an end user to ...events received at the element manager will be filtered, aggregated and correlated to further isolate **problems** within the network.

Information that is deemed critical to **monitor** and manage the network is translated into a standard object format and forwarded to the...areas. Typically this group is responsible for resolving 30-40 percent of
speci
the opened **problems**.

Tier 3 - are considered solution experts and often consist of hardware vendors, software vendors or custom application development / maintenance teams (indepth skills needed to investigate and resolve difficult **problems** within their area of expertise). They are the last resort for solving the most difficult **problems**.

Typically this group is responsible for resolving 5 percent or fewer of the opened **problems**.

1 5
The above model is generally referred to as the Skilled Model because personnel... ...template consists of a suite of best of breed third party software products that automate **problem** diagnosis, notification, custom-developed reporting, and IP services
52
solution vision.

Web-Based SLA Reporting... ...Build models of the behavior of the data in order to predict future growth or **problems** and facilitate 1 0 managing the network in a **proactive**, yet cost-effective manner.

Customer to Event Mapping Module - Add-on module to the Managed... ...element events, to service offerings, to customers. This tool allows the Customer Service Representative to **proactively** address 1 5 network outages with customers.

Process Definitions and Functions
Service Planning
Service Planning... ...of the day-to-day operational functions required to maintain the system (e.g. fault **detection** / correction, security management and performance management).

Production Control
Monitoring and Control
Fault Management
Security Management
Service Management
Service Management controls the overall service to...1302, as shown in Figure 17. The Customer Quality of
Service Management Process 1302 encompasses **monitoring**, managing and
reporting of quality of service as defined in Service Descriptions, Service Level Agreements... ...reports, including; dashboards, performance of a service against an SLA, reports of any developing capacity **problems**, reports of customer usage patterns, etc, In addition, this process responds to performance inquiries from
the customer. For SLA violations, the process supports notifying **Problem**
Handling and for QoS violations, notifying Service Quality Management 1304.

The aim is to provide effective **monitoring**. **Monitoring** and reporting must
provide SP management and customers meaningful and timely performance
information across the... ...customer inquiries, required reports, completion notification, quality of service terms, service level agreement terms, service **problem** data, quality data, network perforinance data, and/or network configuration data. Next, in step 1802...with a preferred embodiment of the present invention. The Service Quality Management Process 1304 supports **monitoring** service or product quality on a service class basis in order to determine.

15
Whether service levels are being met consistently
Whether there are any general **problems** with the service or product
Whether the sale and use of the service is tracking ... ...alert the sales process to slow sales. The aim is to provide effective service specific **monitoring**, management and customers meamngful and timely performance information across the parameters of the specific service... ...a hybrid network event is received that may include forecasts, quality objectives, available capacity, service **problem** data, quality of service violations, performance trends, usage trends, **problem** trends, maintenance activity, maintenance progress, and/or credit violations. Next, in step 2002, quality management... ...to send the generated data is identified.

Figure 21 shows a block diagram of the **Problem** Handling Process 1502. The **Problem** Handling Process receives information from the Customer Interface Management Process 1500 and the Customer Quality... ...status on repair or restoration activity. This process is also responsible for any service-affecting **problems**, including.

notifying the customer in the event of a **disruption** (whether reported by the customer or not),
resolving the **problem** to the customer's satisfaction, and
providing meaningful status on repair or restoration activity.

This **proactive** management also includes planned maintenance outages. The aim
is to have the largest percentage of **problems proactively** identified and
communicated to the customer, to provide meaningful status and to resolve in the shortest timeframe.

Figure 22 is a flowchart illustrating a **Problem** Handling Management Process in accordance with a preferred embodiment. First, in step 2200, a notification of a **problem** within a hybrid network is received by the system. Next, in step 2202, a

resolution for the **problem** within the hybrid network is determined. The resolution may include a status report, resolution notification, **problem** reports, service reconfiguration, trouble notification, service level agreement violations, and/or outage notification. Finally, in step 2204, the progress of the implementation of the resolution is tracked.

The **Problem** Handling Process 1502 and the Network Data Management 1300 feed information to the Rating and... ...In addition, this process handles customer inquiries about bills, and is responsible to resolve billing **problems** to the customer's satisfaction. The aim is to provide a correct bill and,, if there is a billing **problem**, resolve it quickly with appropriate status to the customer. An additional aim is to collect...to credit customers. As discussed above with reference to Figures 21, 23, and 25, the **Problem** Handling Process 1502 is responsible for receiving service complaints and other service-affecting **problems**. Together with the Network Data Management 1300, the **Problem** Handling Process feeds data to the Discounting Process 1306. The Discounting Process 1306 applies the... ...may require the time period for a different use and in a different
74
A **problem** also arises when using only local switch time in that there is no accommodation for... ...to trace a specific telephone call through the network with ease in order to isolate **problem** areas.

Therefore, there is a need for switches of a telecommunications network to uniquely identify a specific telephone call.

An Embodiment
Call Record Format
An embodiment solves the **problem** of providing a flexible and expandable call record format by implementing both a small and... ...are offsets, or the number of seconds, from that origination time. This embodiment solves the **problems** associated with converting to and from daylight savings time because daylight savings time is a... ...switch must keep billing time and local' switch time separate in order to prevent the **problems** that occur during daylight savings time changes.

Network Call Identifier
This embodiment solves the probl... detailed above in the description of a video operator.

Self-Regulating System
Am expert system **monitors** each call in accordance with a preferred embodiment. The system includes rules that define what...for maintaining and displaying the node level network map of the network the MNSIS architecture **monitors**.

HP OV Network Node Manage 4614 - HP OpenView Network Node Manager is one product which... ...Network Node Manager and forwards events to the Omnibus Netcool Object Server.

Micromuse Internet Service **Monitors** 4618- An Omnibus Netcool suite of active probes (**monitors**) which **monitor** internet services such as FTP, POP3, SMTP, NNTP, DNS, HTTP, and RADIUS. These **monitors** collect availability and performance data and forward the information as alerts ...performed. Context can include any information but frequently contains information such as the device name, **problem** description, and priority.

108
Electronic Mail Messa
I ge 4630 - An internet mail message send... ...4646 - A custom script which automatically loads records

into Oracle via SQL Loader Direct Load.

Proactive Threshold Manager
The **Proactive** Threshold Manager is an automated network manager that forewarns service providers of a chance that... ...agreement to maintain a certain level of service is in danger of being breached.

The **Proactive** Threshold Manager provides real-time threshold analysis (that is, it continuously **monitors** for plan thresholds that have been exceeded) using
109
algorithms. It receives call detail records... ...computer.

A threshold generally is a number which, when exceeded, generates an alarm in the **Proactive** Threshold Manager indicating possible breach of a service level agreement. Thresholds may be specified for... ...of the week. Furthermore, a threshold may be applied to each category for which the **Proactive** threshold manager keeps counts, including the number of short-duration calls, long-duration calls, and cumulative minutes.

When an alarm is generated by the **Proactive** Threshold Manager, it is also pnion'tized. The priority is a multiple of the number... ...hybrid network analyst via an NGN Workstation. The Figure 47 is a flowchart showing a **Proactive** Threshold Management Process 4700 in accordance with a preferred embodiment of the present invention. The process begins with a **monitoring** step 4702. hi step 4702, the **Proactive** Threshold Manager **monitors** the NGN hybrid network. The **Proactive** Threshold Manager generally **monitors** the network at all times to ensure proper service is provided to subscribers of the... ...in maintaining a proper level of service.

In a minimum level determination step 4704, the **Proactive** Threshold Manager determines the ' imurn level of service needed to avoid breaching subscriber service level agreements. Service
min
level agreement information is generally provided to the **Proactive** Threshold Manager by the rules database which contains most pertinent subscriber infon-nation.

In a sensing step 4706, the **Proactive** Threshold Manager senses the current level of service which is being provided to customers. Protocol converters assist the **Proactive** Threshold Manager in communicating with various components of the system. Protocol converters are able to translate
110
information between the packet-switched an circuit-switched system components, thus allowing the **Proactive** Threshold Manager to communicate with all the components of the hybrid system.

In a comparing step 4708, the **Proactive** Threshold Manager compares the current level of service, sensed in step 4706, with the minimum... ...level service which needs to be provided to subscribers.

In an alarm step 4710, the **Proactive** Threshold Manager provides an indication or alann to the service provider if the current level... ...chosen such that the service provider is allowed enough time to cure the service level **problem** before the minimum service level is reached ...one embodiment of the present invention. The Network Sensing Process 4800 begins with an element **monitoring** step 4802. In step 4802, custom developed element software **monitors** the individual network elements and generates events based on hardware occurrences, such as switch failures... ...reduction functions reside. The element manager filters, aggregates, and correlates the events to further isolate **problems** within the network. Any information that is deemed critical to **monitor** and manage the network is translated into standard object format in a translation step 4806.

In a translation step 4806, information from step 4804 that is deemed critical to **monitor** and manage the network is translated into a standard object format. Generally, typical operational events... ...information from step 4806 is received by the Information Services Manager and forwarded to the **Proactive** Threshold Manager. The Information Services Manager provides the data management and data communications between the... ...broker allows the Information Services Manager to share management information stored in distributed databases. The **Proactive** Threshold Manager uses the information provided by the Information Services Manger to determine a current... ...events received at the element manager will be filtered, aggregated and correlated to further isolate **problems** within the network.

Information that is deemed critical to **monitor** and manage the network is translated into a standard object format and forwarded to the... ...a preferred embodiment of the present invention. The Element Management Process 4900 begins with a **monitoring** step 4902. In step 4902, the Element Manager **monitors** the system for events generated by network elements. Generally, the Element Manager continuously **monitors** the system to translate events for other system components, such as ...with a First Tier step 5002. In step 5002, a customer with a hybrid network **problem** is provided access to customer support personnel having a broad set of technical skills. The ... ...of technical skills allows this group to solve about 60-70% of all hybrid network **problems**. If the customers network **problem** is solved at this stage, the process ends. However, if the customers network **problem** is not solved at this stage, the process continues to a Second Tier step 5004... ...in specific areas. The greater specialized nature of this group allows it to solve many **problems** the group in step 5002 could not solve. This group is generally responsible for solving 30-40% of all hybrid network **problems**. If the customers network **problem** is solved at this stage, the process ends. However, if the customers network **problem** is not solved at this stage, the process continues to a Third Tier step 5006... ...are often hardware vendors, software vendors, or customer application development and maintenance teems. Customer network **problems** that get this far in the customer support process 5000 need individuals possessing in-depth skills to investigate:and resolve the difficult **problems** with there area of
115
expertise. Solution experts are the last resort for solving the most difficult **problems**. Typically this group solves about 5% of all hybrid network **problems**.

The above model is generally referred to as the Skilled Model because personnel at all... ...information (both from the IVR query responses and the diagnostic information solicited from the system **problem** handlers and element managers) is available to the product support engineer.

After reviewing the situation... ...product support engineer, and is relieved of many of the responsibilities in diagnosing and resolving **problems**. Automated diagnoses and shorter customer interactions save the product support center time, resources, and money. At the same time, the customer receives a better diagnosis and resolution of the **problem** than could usually be achieved with prior art product support techniques.

In addition, one embodiment...is typically a technique for generating redundancy checks, such as a cyclic redundancy code for **detecting** errors.

At the other end of the link, the receiving node strips off the control information, performs the required synchronization and error **detection**, and reinserts the control infori-nation onto the departing packet.

Packet switching arose, in part...a multimedia equipped computer allows a user to use telephonic communication with little or no **disruption** while interfacing with the Internet. Multimedia computer

speakers are used to receive the telephony audio... ...constructs models of the behavior of the data in order to predict future growth or **problems** and facilitate managing the network in a **proactive**, yet cost-effective marmer.

A technique called data mining allows a user to search large... ...quantity of data involved and the complexity of the analyses that must be performed. The **problem** is exacerbated by the fact that the data often 'des in multiple databases, each database...been divided into two classes, good and bad customers, based on their credit history. The **problem** can be solved using classification. Fir st, a training set consisting of customer data with... ...classification accuracy than other classification methods.

Another data mining classifier technique solves the memory constraint **problem** and simultaneously improve execution time by partitioning the data into subsets that fit in the...down for additional detail
Integrates to centralized publishing for integrity
Downloads information
Tracks downloads for **proactive** notification (spec updates)
As shown in Figure 54, operation 5402 outputs data relating to at... ...updated data would be downloaded to ensure the correctness and currentness of the information..

A **proactive** notification could also be made near the time of download, such as when updates to... client data base is established with the information from the form. Errors or omissions are **detected** and the agent or client is notified. If the policy is to be written, a...period of time. In such systems, due to the continuous nature of the signal being **monitored** by the end users, the end users are sufficiently similar to a "captive audience" that...purchased from a competitor for a certain (i.e., lower) price. "Sale" prices are particularly **problematic** as such prices are typically only valid for a defined period, after which the "sale...article pickup area.

The quick-stop mass retail system may also have a system for **detecting** when inventory is to be restocked including, the system for **detecting** communicating with the host computer such that the host computer initiates a purchase of additional inventory in response to the low inventory
1 5 **detection**,
The quick-stop mass retail system may have the host c omputer track inventory of the articles to enable restocking of the respective storage locations when **detecting** inventory below a certain level.

In accordance with a specific embodiment of the invention, a... ...identification information communicating with the host computer, wherein the storage locations include a system for **detecting** when inventory is to be restocked, the system for **detecting** communicating with the host computer such that the host computer initiates a purchase of additional... ...the article pickup area.

The method can further comprise the step of the host computer **detecting** an inventory level threshold below which inventory of the article is to be restocked.

ELECTRONIC...may be desirable to limit the use of the program to specified time periods. A **problem** arises particularly in digital data processing systems which have multiple users and/or multiple processors...number of users in the computing environment. Although site-licensing may ease administrative and operational **problems** for an end user, it normally.does so at a premium price which takes into... ...hardware lock, as a condition for operation of the software. Using hardware locks resolves the
problem of unauthorized moving of software among machines; however,
hardware locks do not handle multiple software...secure electronic distribution of information, for example commercial literary properties,
(b) secure electronic information usage **monitoring** and reporting,

(c) secure financial transaction capabilities related to ...status
Provides real-time invoice status
Provides history of previous orders and delivery infonnation
Ensures **proactive** notification of order/shipping **problems**
Referring to operation 5418 of Figure 54, a status of delivery is output for at... ...permitting a user to determine whether a payment has been received and the like.

Any **problems** encountered relating to the order or shipping of the order are result in **proactive** notification of the **problem** to the user. As an option, the history of previous orders and related delivery information...decades. However successful, this approach was not perfect. Indeed, in recent years, some of the **problems** in a open outcry auction forum have been amplified by the vastly increased level of... ...of the trading can and will distort pricing away from the actual market conditions.

Other **problems** exist in open outcry auction that deplete efficient trading. The speed at which trading flows...of templates are provided for publishing data in various forms in operation 6614.

Options include **monitoring** a success rate of the downloading data and automatically transmitting the data that is transmitted... ...features greatly facilitate transactional dependent downloads.

PUSH TECHNOLOGY CAPABILITIES
Sends messages or content to customers **proactively**
Allows for delivery and receipt of custom applications developed in all major languages- (i.e... ...is transmitted based on user specifications. Preselected messages and content may be sent to customers **proactively**.

Furthennore, applications could be received, installed, and launched automatically without user intervention. For example, a...

Claims:

...code segment that that provides data access from multiple simultaneous data sources utilizing a network **detects** and reports data transfer errors.

17 A computer program as recited in claim I 1...usage performance jNtwk Maintenanc determine performance instarVstop of capa ity, utilisation and degradation ' @Restoration<B>monitoring</B> provide notification capacity request Network PlanningDperformance-initiate Trafficuszj network changes Networkc ... ...rlojiarnrses to CustomerEnd-Customer ordersProcessesSales inquiry u alesClient contact: ustomer nterface<B>Problems</B> ManaggmentInquiries Orders No Receive and record contact Orders OrdeOrders rPayments Direct inquiries to appropriate Handling 1502Procurement processesImplementation Billing inquiry <B>Monitor</B> and control status of <B>Problem</B>& Maintenanceinquiries, and escalate Frouble reporti,handlingPerformance Trouble report 1302(QoS & SLA) Ensure a consistent image<B>Monitoring</B> Perfo and secure use of temsFinance and compla Peilling rformance 1504Planning and... ...o'L"Establish reports to be generated Pra no FrFoblemOthe Compile & Deliver customer reports<B>Problem</B> Pro em Manage SLA Performance 1304Handling RinpartsDetermine&deliver QoS &SLA Serviceviolation information koS violatioqs- QualityA L A LService <B>Problem</B>1304 Resolution dataServicenuality Serv'ce Classiiagement Quality Data130Nlptwnrk pprfnrmqnfpNetwork... ...Life-cycle management of service/ Service clal'-Fp ManagementDevelopment quality dataCapacity product portfolio <B>Monitor</B> overall delivered quality ofServiGe Service 2 service class1302

<B>Problem</B> <B>Monitor</B> available capacitylusage serviceResolution against forecasted sales Service Planning andInitiate service improvements Developmentus... ...Interfacen Trouble I Manageesoluana ernen notif [Rlicn notilica on 1302Customer Qos<B>Problem</B> Handling <B>Problem</B> reports JIVIanagernentterm Receive trouble notificationsDetermine cause and resolve/referleti @)n Track progress be sent to Service <B>Problem</B> Resolution for correction. When a trouble is identified by Service <B>Problem</B> Resolution (via Service Quality Management or Network Maintenance estiqraqi@qq) th n Prob] m He... ...the customer of the p!2blqM.Figure 2121/130Receiving a notification of a<B>problem</B> within a hybrid networkhis2202Determining a resolution for the<B>problem</B> within the hybrid network2204Tracking a progress of theimplementation of the resolutionFigure... ...Discounting er prov erBilling records1502 Apply service rates to usage nvo c ng<B>Problem</B> SLA Apply negotiated discounts CollectionHandling OGS Apply rebates13041300 ther provider erv Ce... HP OV NNM - 4636a Probe461 4614 46344616Figure 4646/1304702 <B>Monitor</B> The Next GenerationNetworkMUM4704Determine A Minimum Level ofServiceMRSERr"M4706... ...predetermined Range WithRespect to the Minimum Level ofService47/1304802Element Software <B>Monitors</B>Individual Network Elements andGenerates System Events4804Element Manager Receives Eventsand Filters, Aggregates... ...Services ManagerReceives the Events in StandardObject Format and Provides theEvents to the <B>Proactive</B> ThresholdManagerFigure 4848/1304902<B>Monitor</B> The Next GenerationNetworklulugmaimI F4904Receive Events From NetworkElementsWANOWIM Wmamm...GOAL FROM THE STUDENT PROFILEGENERATING THE EDUCATION CURRICULUM TO FULFILL THE TRAINING 7303GOAL<B>MONITORING</B> THE STUDENT'S PROGRESS AND PRODUCING REVISED 7304EDUCATIONAL CURRICULUMS7203Figure 7373/130... ...RELATING TO THE PRODUCTAUTOMATICALLY NOTIFYING USERS OF AT LEAST ONE OF UPGRADES AND 7406<B>PROBLEMS</B> RELATING TO THE PRODUCT5312Figure 7474/130/ 7500PROVIDING COMMERCIAL OFFERINGS FOR A... ...INDICIA7503RECEIVING THE USER INDICIA7504COMPLETING SALE AND DELIVERY OF THE COMMERCIAL OFFERING<B>MONITORING</B> THE STATUS OF THE COMMERCIAL OFFERINGS UTILIZING 7505THE USER INDICIAI COMMUNICATING WITH THE...SYSTEMAUDITING USAGE IN THE SYSTEM 8406BILLING FOR THE USAGE IN THE SYSTEM 840<B>MONITORING</B> PERFORMANCE IN THE SYSTEM8410MANAGING COMMUNITIES OF USERS IN THE SYSTEM 8412PROVIDING BACKUP...STATIC CONTENTDYNAMICCONTENTAREAS10204DCA210206DCA3Figure 102HTML TEMPLATE95/130<B>MONITORING</B> OPERATION OF ENTITIES SELECTED FROM THE 10402GROUP CONSISTING OF SERVER PROCESSES, DISK SPACE,MEMORY... NETWORKFROM A SECOND USERREALLOCATINGTHEUNUSEDBANDWIDTHOFTHEFIRSTUSER ,@,@'12806TO THE SECOND USERFigure 128114/130<B>MONITORING</B> BANDWIDTH USE OF THE FIRST USER FOR 12900DETERMININGANAMOUNTOFBANDWIDTHUSEDBYTHEFIRSTUSERCOMPARING THE AMOUNT OF BANDWIDTH...

4/3,K/5 (Item 1 from file: 610)
DIALOG(R)File 610: Business Wire

0001662428 IF5BE2830EE8611DBBE5C94C2F01D510C **(USE FORMAT 7 FOR FULLTEXT)**
Bob Merkle to Provide Expertise on Growing Need For Duplicate Detection at 2007 Fiserv Imagesoft Client Conference

Business Wire
Thursday , April 19, 2007 T14:32:00Z
Journal Code: BW **Language:** ENGLISH **Record Type:** FULLTEXT **Document Type:** NEWSWIRE
Word Count: 363
Bob Merkle to Provide Expertise on Growing Need For Duplicate Detection at 2007 Fiserv Imagesoft Client Conference

Text:

Proactive Duplicate Elimination Business
Editors/High-Tech Writers MANCHESTER, Vt.--(BUSINESS WIRE)--April 19, 2007--

What...

...automated clearinghouse (ACH), lockbox items, images and image replacement documents within their payment systems. This problem is exascerbated by the expansion of back office conversion (BOC) and remote capture.
...banks more than $75 each and, tarnishes customer relationships. Financial institutions must face this avoidable problem proactively, as the shift away from paper checks promise to increase the number of duplicates processed.

Who: Bob Merkle, marketing manager for CONIX Systems, will present the need for duplicate detection and the benefits of a proactive approach to their identification prior to reaching the payments system. Merkle, an expert with more...

...experience in financial services marketing, product development and sales, will also discuss CONIX Systems' Dupe Detective, a solution designed to prevent double postings to customer accounts.

When: Merkle will speak from...

...paper and electronic items each year and handle virtually every aspect of payment processing - including work flow management, balancing, branch capture, corporate capture, and electronic check presentment. CONIX software and services are...

4/3,K/6 (Item 1 from file: 621)
DIALOG(R)File 621: Gale Group New Prod.Annou.(R)

04985031 **Supplier Number:** 162288105 **(USE FORMAT 7 FOR FULLTEXT)**
Bob Merkle to Provide Expertise on Growing Need For Duplicate Detection at 2007 Fiserv Imagesoft Client Conference.

Business Wire , p NA
April 19 , 2007
Language: English **Record Type:** Fulltext
Document Type: Newswire ; Trade

Word Count: 355
(USE FORMAT 7 FOR FULLTEXT)
Bob Merkle to Provide Expertise on Growing Need For Duplicate Detection at 2007 Fiserv Imagesoft Client Conference.
Text:
CONIX Systems' Marketing Manager Will Explain the Benefits of Proactive Duplicate Elimination

...automated clearinghouse (ACH), lockbox items, images and image replacement documents within their payment systems. This problem is exascerbated by the expansion of back office conversion (BOC) and remote capture.

In all...

...banks more than $75 each and, tarnishes customer relationships. Financial institutions must face this avoidable problem proactively, as the shift away from paper checks promise to increase the number of duplicates processed.

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